Custom Commands

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Overview

Introduction

Some users may experience difficulties with CallPilot's speech recognition performance. This can result from telephone set distortions or a noisy background setting. It can also result from a user's accent or the particular qualities or characteristics of a user's voice.

The Custom Commands service enables users of Speech Activated Messaging to train the system to recognize any or all of the 39 words or phrases in the Custom Commands vocabulary. Users can also test their commands before and after training to check whether the training has improved speech recognition.

Limitations

You may wish to restrict access to the Custom Commands service. Users who do not have access to the service hear the following prompt when logging on:

> You have reached the Speech Recognition service. Your mailbox cannot be reached through this service. To log on to your mailbox, please dial the Messaging number, or contact your system administrator for more assistance.

How it works

To access the Custom Commands service, users enter a predefined SDN, and then log on. (In effect, users are logging on to their mailboxes, but they can access only the Custom Commands service.)

The Custom Commands service is menu-driven. The main menu provides three main options:

- Training
- Testing
- Delete Training, to enable users to return to speaker-independent recognition

Setting up Custom Commands

Introduction

You set up Custom Commands at the same time that you set up and configure other voice or fax services on your CallPilot system.

Prerequisites

Typically, a system administrator sets up three entries in the SDN table for speech recognition users:

- Speech Activated Messaging (speaker-independent)
- Paced Speech Activated Messaging
- Custom Commands Activated Messaging

Custom Commands has a separate application ID and SDN.

All three services are set up as phantom DNs that are forwarded to the Voice Messaging CDN.

For more information about how to set up this service, refer to the “Setup checklist” on page 4.

Setup checklist

To enable Custom Commands, you complete the following tasks.

Action	See
Configure a CDN for Voice Messaging on the switch. Phantom DNs are required for each speech recognition service: ■ Speech Activated Messaging (speaker-independent) ■ Paced Speech Activated Messaging ■ Custom Commands Activated Messaging This is typically done during installation.	"Configuring the Meridian 1 switch" in the *Administration Guide*
From the Windows NT Start menu, go the Telephony Service Provider (TSP), and datafill each CDN. Reboot the server after you finish datafilling all your CDNs.	"Configuring the software on the server" in Part 3 of the *Installation and Configuration Guide*
Enter the CDN for the application type Custom Commands in the Service Directory Number Table. **Note:** You do the same for each speech recognition service.	"Assigning SDNs to services" in the *Administration Guide*
Set up the general Voice Messaging options for the entire system.	"Setting up messaging for your organization" in the *Administration Guide*
Publish the SDN to users and educate them about when to use the service.	"Assigning SDNs to services" in the *Administration Guide*

The Custom Commands vocabulary

Introduction

The Custom Commands vocabulary contains 27 commands, 10 digits, and Yes and No.

The commands

Users can train the system to recognize both commands (including Yes and No) and digits. The commands are presented in descending order of frequency of use. The digits are presented in ascending numerical order.

Word, Command, or Digit		
Yes	Reply to all	Another number
No	Compose	Print
Play	Forward	Return to messages
Delete	Send	One
Next message	Skip back	Two
Previous message	Skip forward	Three
Help	Speed up	Four
Call	Slow down	Five
Stop	Play envelope	Six
Record	Cancel	Seven
Rerecord	Continue	Eight
Continue recording	Restore	Nine
Reply to the sender	The sender	Zero

Training commands

Introduction

Users can train commands from either the Training option or the Testing option.

Trained commands are added into the same vocabulary as the speech-independent commands of Speech Activated Messaging. Because of this, users should train using the requested command and avoid the use of synonyms.

The training function accepts any input as valid training. For example, a cough is accepted as valid input. When users train commands, they must speak clearly and consistently.

The Training option

The Training option is designed for users who find that CallPilot's Speech Activated Messaging has trouble recognizing only a few of their spoken commands. Commands and digits are presented one at a time.

To begin, users select whether they want to train or test commands. They then select a sublist:

- to train commands, they press 1
- to train digits, they press 2

After users select a sublist, they can move forward and backward through the 29 commands or 10 digits. For each item, they can choose to train, test, or remove the existing training.

Users train their commands from the environment where they are most likely to use speech recognition. For example, if a user mainly calls in to Speech Activated Messaging from a cellular phone, users train their commands from the cellular phone.

Example: Command is not trained

The user logs in to the Custom Commands service and selects the Training option.

If the command Play is not trained, the user hears the following:

The command Play is not trained.

To train this command, press 5.

To test this command, press 3.

To go to the next command, press 6.

To go to the previous command, press 4.

To exit, press number sign.

Example: Command is trained

The user logs in to the Custom Commands service and selects the Training option.

If the command Play is trained, the user hears the following:

The command Play is trained.

To retrain this command, press 5.

To delete the training, press 7 6.

To test the training, press 3.

To go to the next command, press 6.

To go to the previous command, press 4.

To exit, press number sign.

The Testing option

The Testing option is designed for users with more general problems with Speech Activated Messaging. In the Testing option, commands and digits are presented as one list (commands first, followed by digits). The Testing option enables users to quickly test each command and digit and then train only those that fail the test.

Testing starts at the first command and exits after the last digit is tested.

Users can train during the Testing option, but only if the test for a particular command fails.

These prompts are interruptible, so that users can press 4 or 6 to speed through the list to the desired command. (The training prompts are not interruptible.)

Note: If users choose Previous at the first command, they are wrapped to the last command of the list. Similarly, if users choose Next when at the last command, they are wrapped to the first command.

Example: Training under the Testing Option

The user logs in to the Custom Commands service, selects the Testing option, and then chooses Training.

The user is asked to speak the command three times, as in the following example:

Prompt: After the tone, say Play.
User: Play.
Prompt: Repeat Play.
User: Play.
Prompt: Repeat Play.
User: Play.

Testing commands

Introduction

Users can test commands from either the Training option or the Testing option.

Commands are presented in quick succession from the start of the list.

If a command tests successfully, the user is prompted for the next command.

If the first test is unsuccessful, the user is asked to repeat the test two more times. If these are still unsuccessful, the user is given the choice of retesting, training, or going to the next command. (The testing prompt “Say <command>” is not interruptible.)

Example: Testing commands

The user logs in to the Custom Commands service and selects the Testing option. The prompts are presented in succession.

Prompt: Say Yes.
User: Yes.
Prompt: Say No.
User: No.
Prompt: Say Play.
User: Play.
Prompt: Say Play.
User: Play.
Prompt: Say Play.
User: Play.
Prompt: Test failed.
To retest this command, press 3.
To train this command, press 5.
To go to the next command, press 6.
To exit, press number sign.